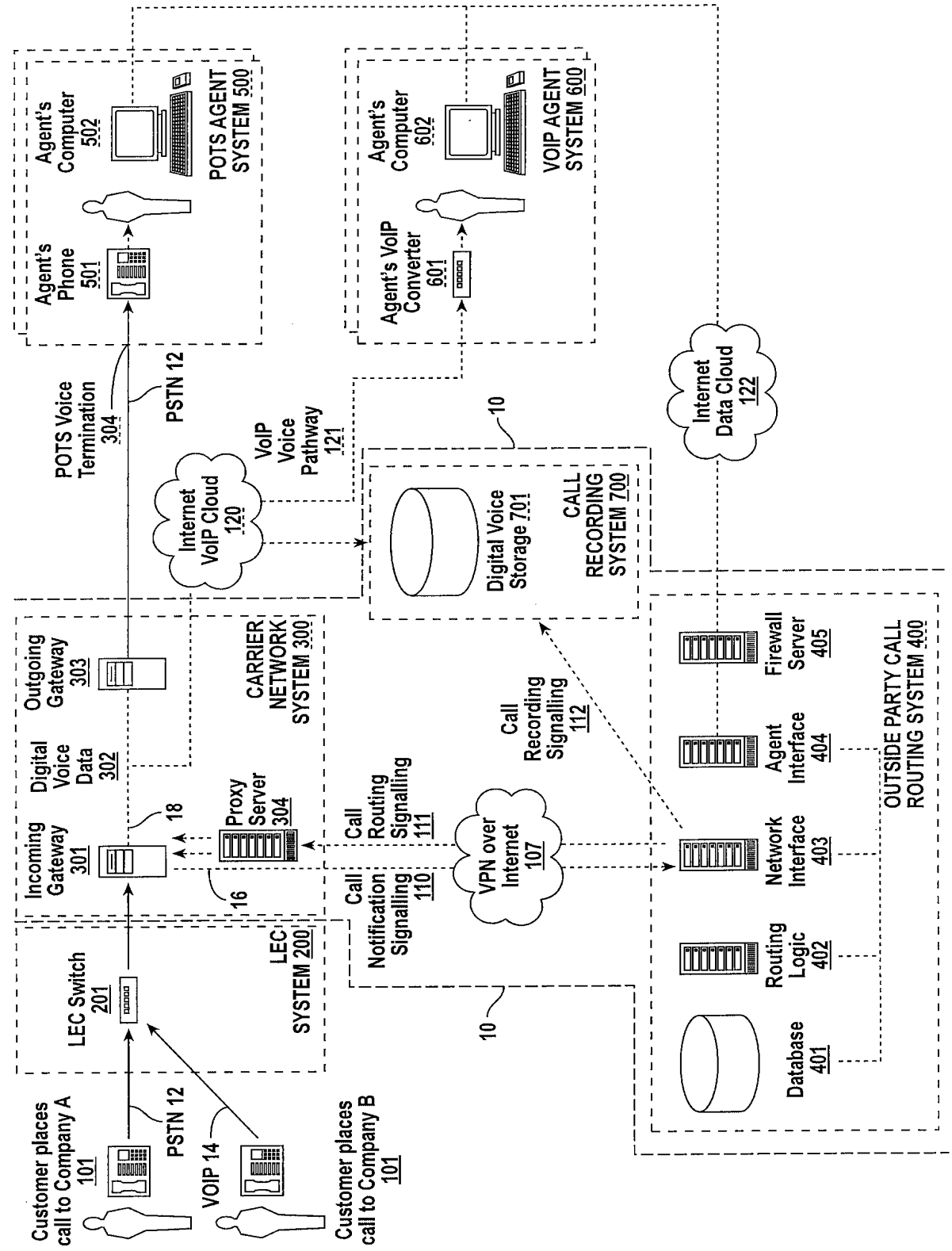
Customer places call to Company A 101
Customer places call to Company B 101
PSTN 12
VOIP 14
LEC Switch 201
LEC SYSTEM 200
Incoming Gateway 301
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CARRIER NETWORK SYSTEM 300
Proxy Server 304
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Call Routing Signalling 111
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Internet VoIP Cloud 120
VoIP Voice Pathway 121
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PSTN 12
Agent's Phone 501
Agent's Computer 502
POTS AGENT SYSTEM 500
Agent's VoIP Converter 601
Agent's Computer 602
VOIP AGENT SYSTEM 600
Internet Data Cloud 122
Digital Voice Storage 701
CALL RECORDING SYSTEM 700
Database 401
Routing Logic 402
Network Interface 403
Agent Interface 404
Firewall Server 405
OUTSIDE PARTY CALL ROUTING SYSTEM 400

FIG. 1